

#PHONE'S TURN

ENJOY YOUR
LIFE ;)



SMART SYSTEM FOR
CUSTOMER FLOW MANAGEMENT

binary q

BinaryQ™

Customer satisfaction *#feedback*
#questionnaires for direct
insight from your customers!

#analytics of staff
performance

#convenience for your customers
and increase in their loyalty for you

#digitalsignage your customers
are informed

#office setup in 2 hours

#centralised management
and monitoring

Transparent *#payments* —
no hidden fees

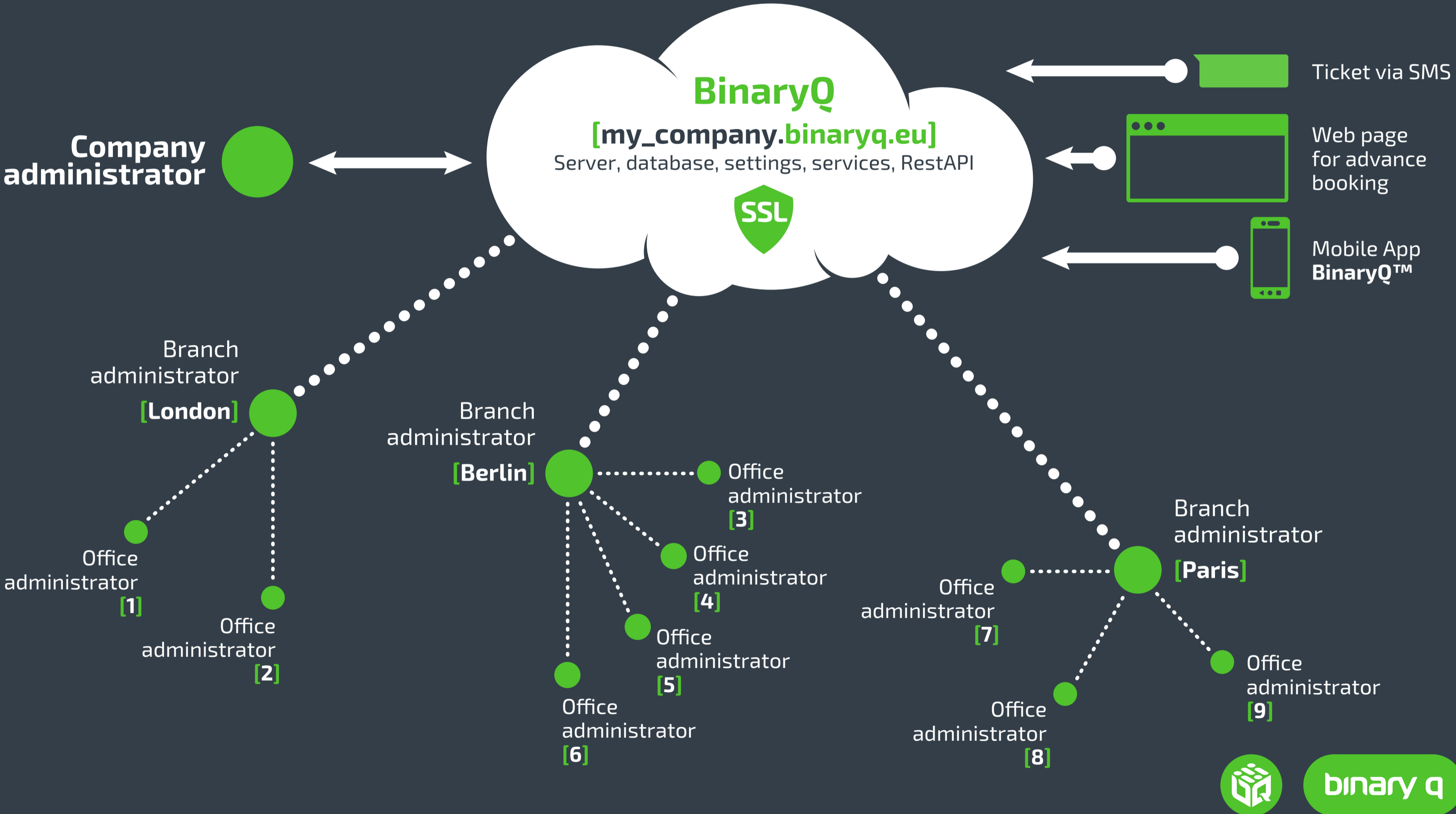
#restfulAPI integration
virtually with any system



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ONE CLOUD BinaryQ™

[Manage and control everything]



OFFICE EQUIPMENT

[No servers needed]



- [1] Main information display • [2] Desk display • [3] Ticket kiosk
- [4] Office administrator interface • [5] Operators / Supervisors
- [6] Customer satisfaction feedback + questionnaires
- [7] Sound call

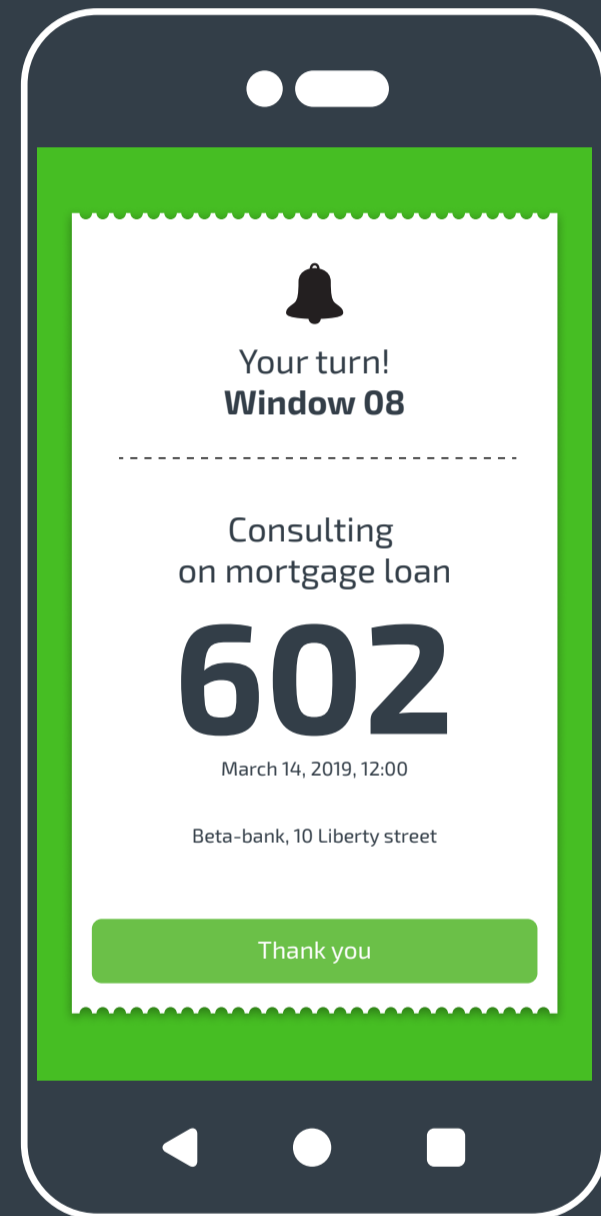


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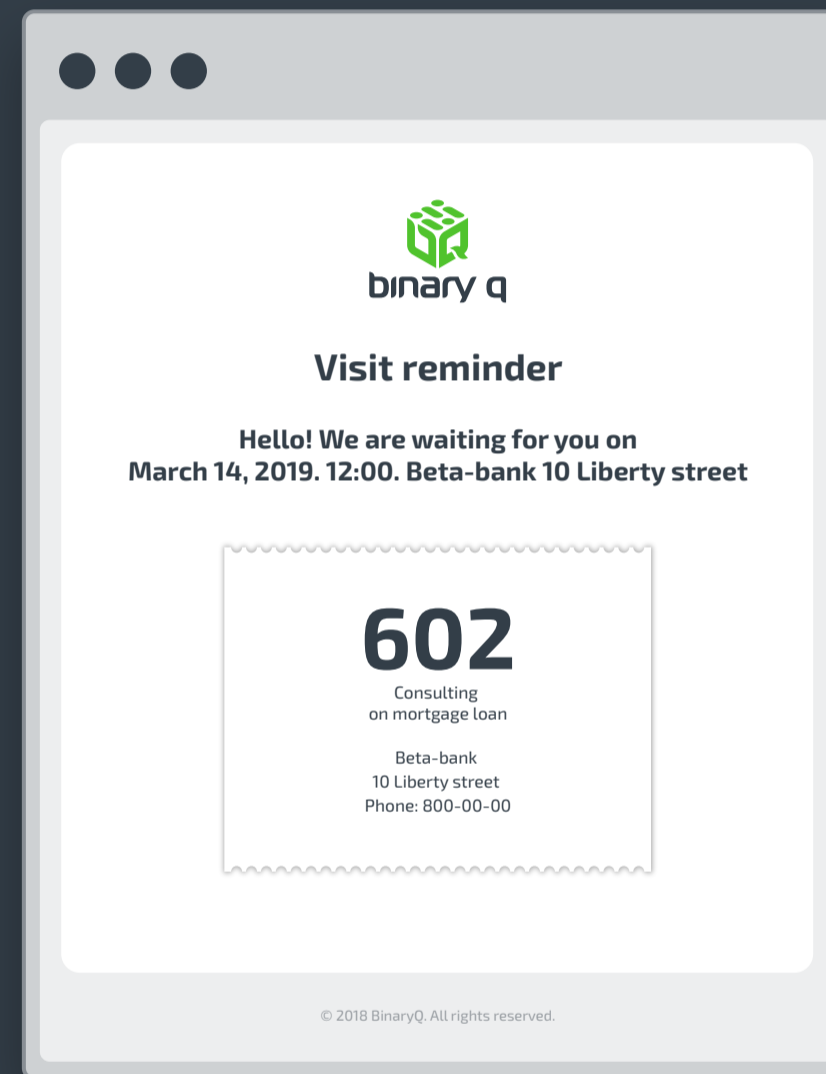
HOW TO GET IN LINE?



*Classic
paper ticket
[with info benefits]*



Mobile app



Web application

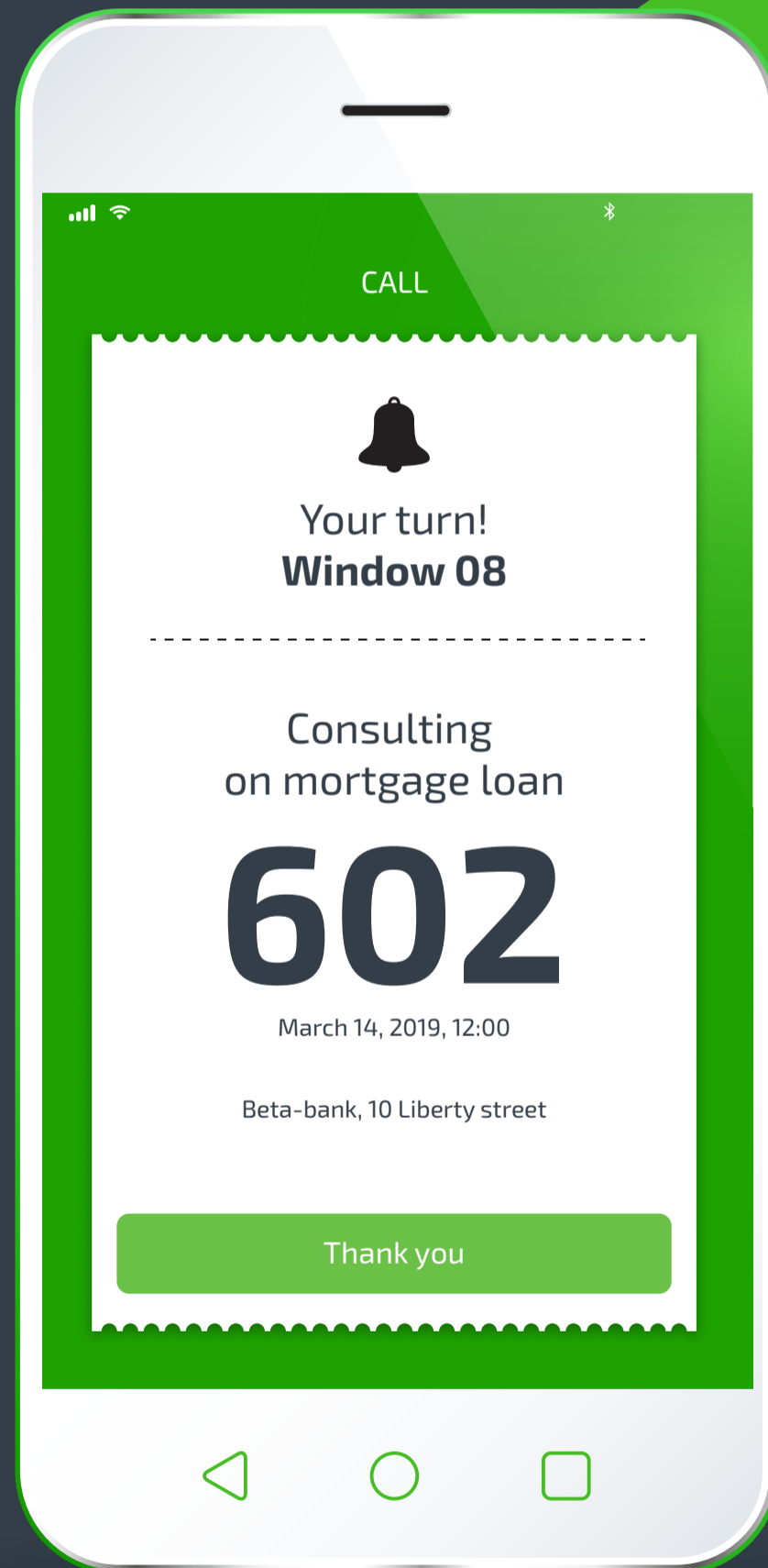
Thank you for
the registration!
Your ticket number: [602]

*SMS
[agreement
with provider required]*



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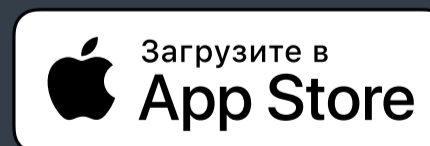
MOBILE APP



NEW POSSIBILITIES FOR SMARTPHONE USERS

Now it's possible to take the ticket remotely. Mobile app allows choosing the company, office location and service. Mobile app informs the customer of the current queue status: number of people in the queue and estimated call time.

Customers will always stay informed of the queue progress and updates thanks to built-in push notifications.



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ADVANCE BOOKING OF APPOINTMENTS

FOR DEMANDING PUNCTUAL CUSTOMERS
WE OFFER ADVANCE BOOKING OF
APPOINTMENTS ONLINE

The customer can choose the branch office,
the service and the date and time available.

System automatically sends reminder
notifications to the customer's booked
appointment.

No further customer actions required: the ticket
is generated automatically.

Advance booking service is easy to integrate
into corporate website.



KIOSK EQOS™ WITH A PAPER TICKET

Stylish self-service kiosk allows the customer to take the ticket easily thanks to clean and simple multi-language interface.

In case the queue length exceeds the pre-set value, the customer is given an option to enter his or her mobile phone number for SMS notifications on the queue progress.

PAPER TICKET

System allows customisation of the information to be printed on the ticket, for example:

- Date and time of when the ticket was printed
- Service point location address and phone number
- Company logo
- Estimated call time
- Text information for each service.

And yes, you can customize the EQOS™ to match your corporate identity. And there's more to it: wide choice of materials [looks] available!



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MAIN INFORMATION DISPLAY

MAIN INFORMATION DISPLAY OFFERS EXTENDED **DIGITAL SIGNAGE** FUNCTIONALITY BESIDES THE CALL-BY-TICKET NOTIFICATIONS

Digital signage functionality publishes different content such as video, graphics and widgets.

It allows to control what and when is shown using easily configurable playlists. With the help of the system, it's possible to choose the display layout that suits best from a range of built-in ones.

The screenshot shows a digital information display interface. On the left, there is a vertical list of call-by-ticket notifications, each with a number and a directional arrow:

- 11 → 206
- 01 ↘ 108
- 03 ↘ 115
- 04 ← 301

The main display area features a promotional graphic for '#PHONE'S TURN' with the text 'ENJOY YOUR LIFE ;)' and a QR code. Below the QR code, it says 'SMART SYSTEM FOR CUSTOMER FLOW MANAGEMENT'. The background of the graphic shows a woman at a cafe. The bottom right corner of the display shows weather forecasts for 'Now' (+12 °C), '22.09.' (+17 °C), and '23.09.' (+15 °C), along with the date 'Thursday, 20 April' and the time '09:40'. The 'binary q' logo is visible in the bottom right corner of the display area.



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DESK DISPLAY

INNOVATIVE AND INFORMATIVE DESK DISPLAY
IN LIEU OF OBSOLETE LED PANELS

Desk display offers flexible solution to display status:

- Ready to service
- Break
- Busy completing a task
- Closed

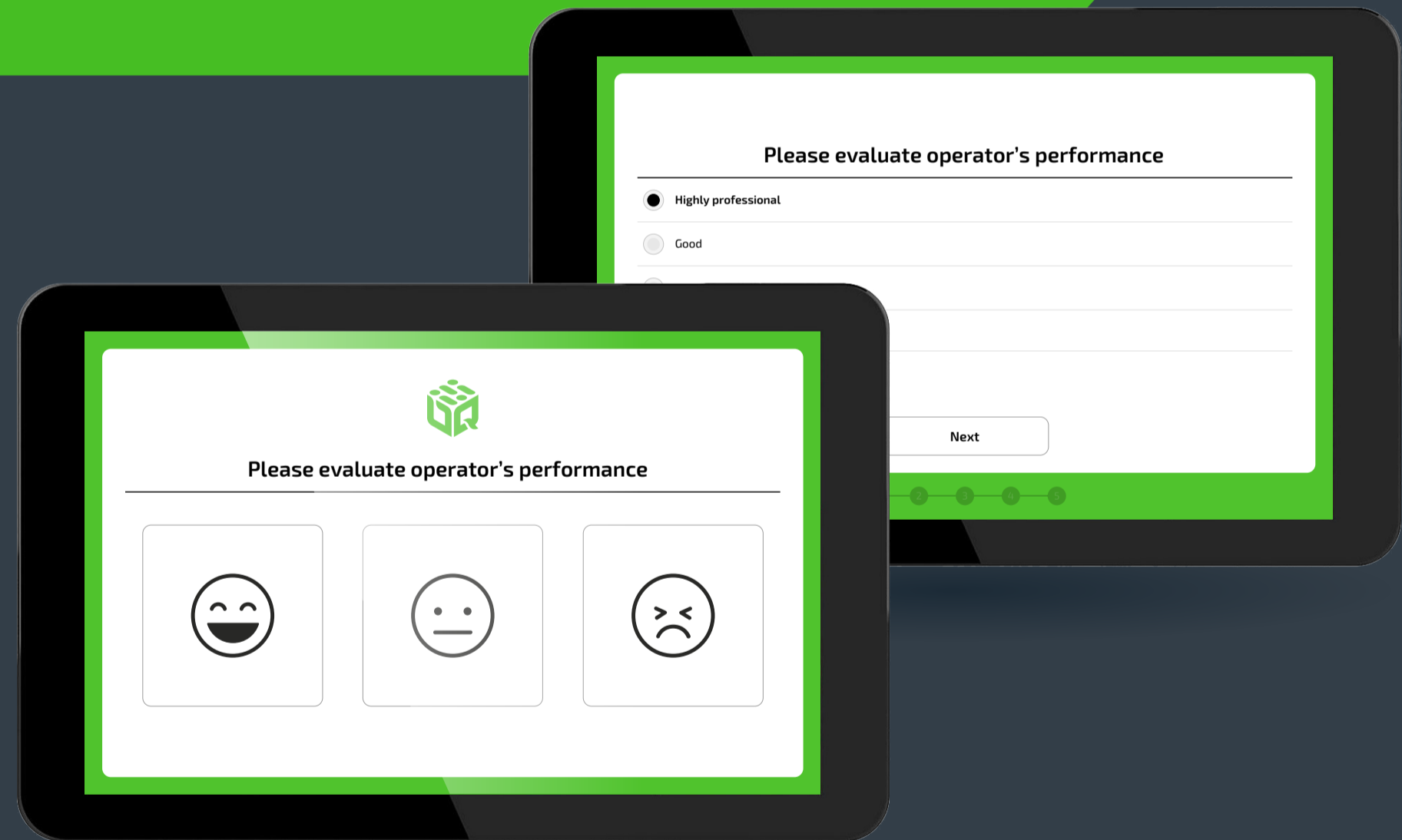


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QUESTIONNAIRES

GET FEEDBACK FROM YOUR CUSTOMERS

Collect feedback on the whole office or each operator separately.



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OPERATOR INTERFACE

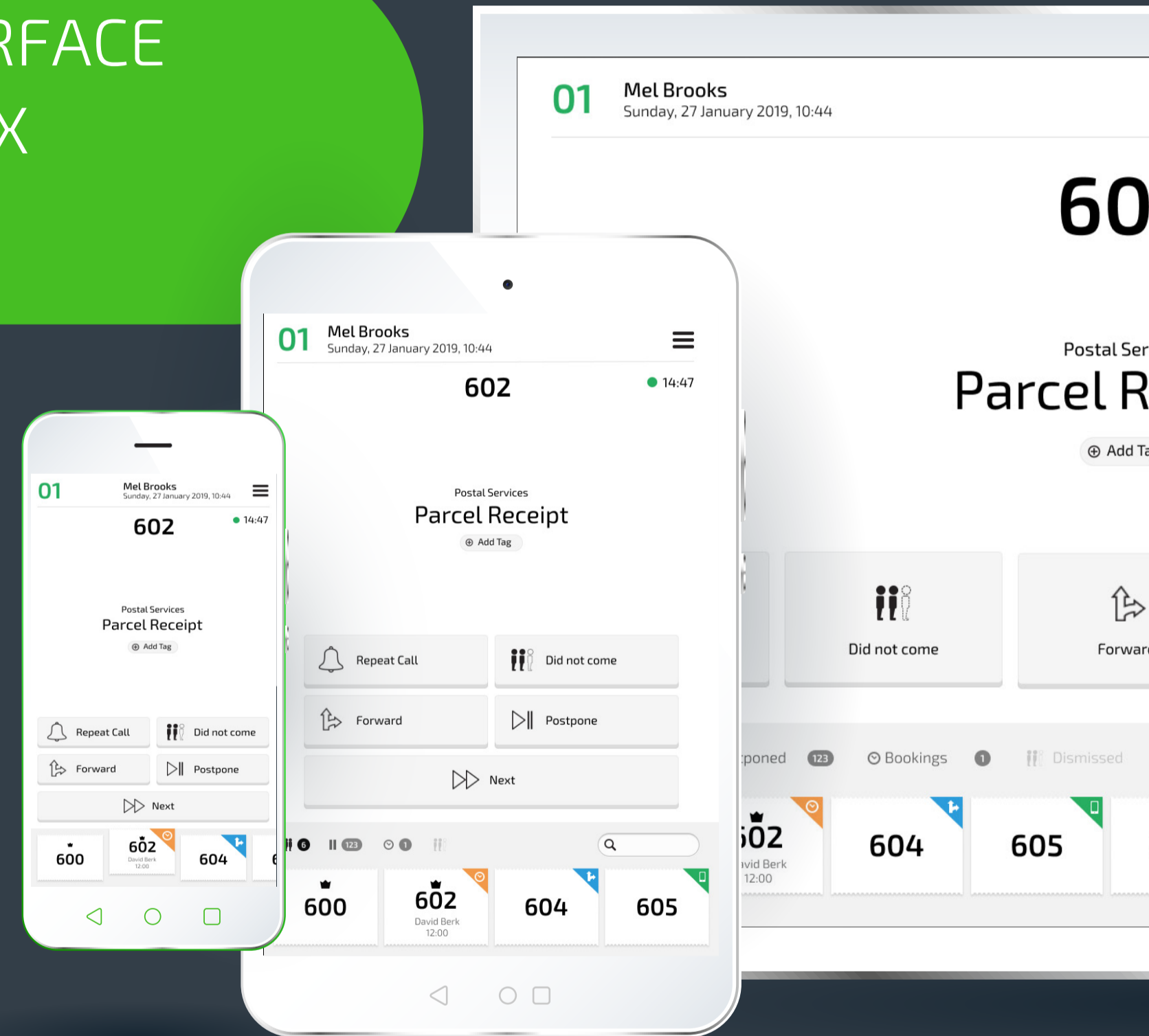
[Works on any device]

OPERATOR WORKPLACE IS A WEB INTERFACE THAT DOES NOT REQUIRE ANY COMPLEX INSTALLATION

It is an intuitive console for efficient handling of customer flow management related tasks:

- Call / Repeated Call
- Forward to another desk or change service
- Put ticket on-hold
- Change desk status

Operators can see the information on current queue load and get their performance statistics.



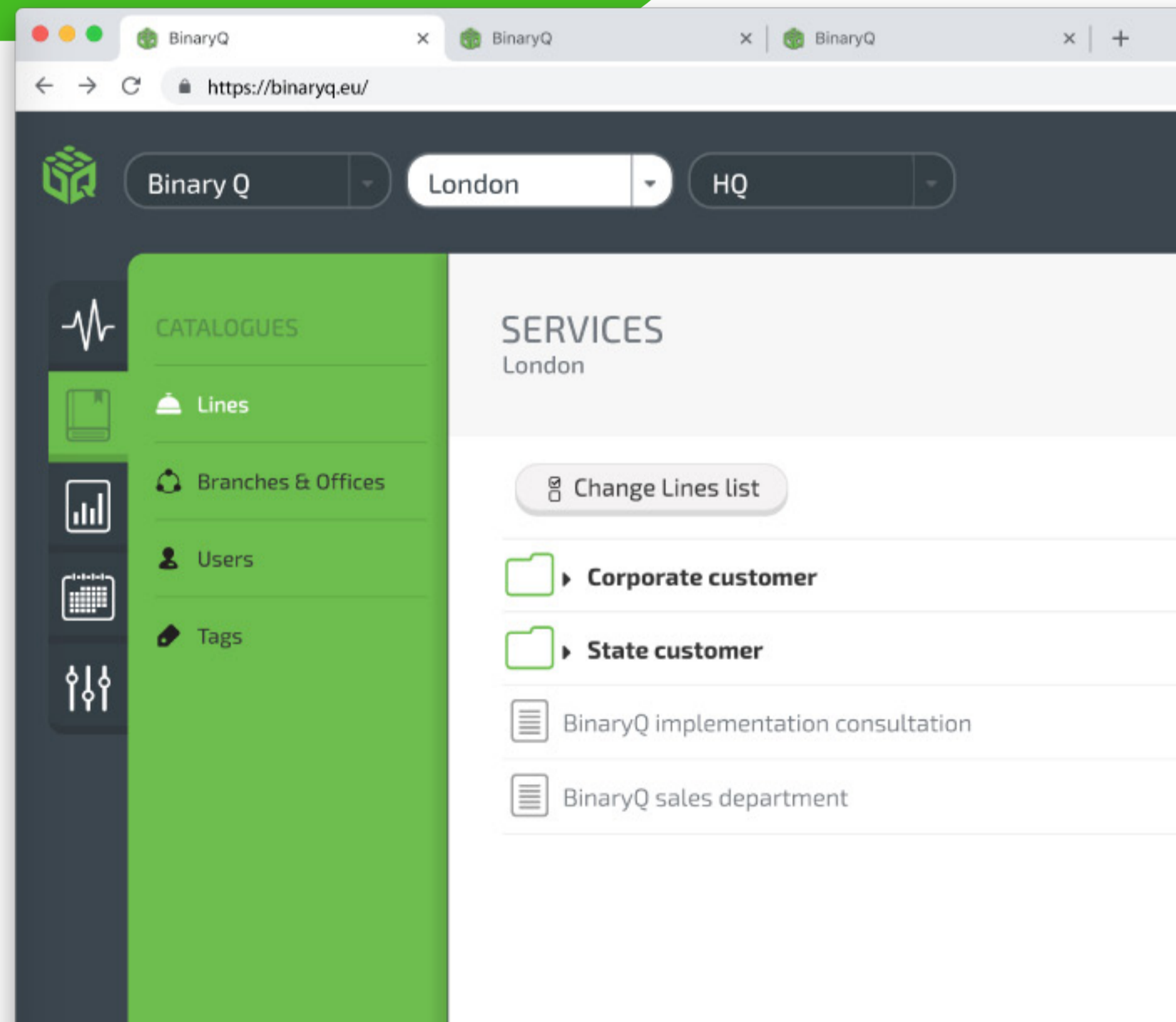
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MANAGER/ADMIN OPERATIONS INTERFACE

UNIFIED TOOL TO CONTROL EVERYTHING
IN A THOROUGHLY THOUGHT-OUT
USER INTERFACE

Depending on the assigned rights manager has access to:

- Global system settings
- Statistics and/or operations dashboard
- Branch offices settings
- Technical system settings



OPERATIONS DASHBOARD

MADE FOR OPERATIONAL MANAGERS TO FEEL
THE PULSE OF ORGANIZATION

Real time statistics provides an opportunity
to make timely decisions.

Accessible from around the globe.



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The screenshot shows the Binary Q Operations Dashboard in a web browser. The browser address bar shows <https://binaryq.eu/>. The dashboard header includes the Binary Q logo, a dropdown menu for 'Binary Q', a dropdown for 'London', and a dropdown for 'HQ'. The main content area is divided into a left sidebar and a main panel. The sidebar contains a green 'OPERATIONS DASHBOARD' header and a list of menu items: 'Now', 'Performance', 'Operators', 'Tickets', and 'Quality indicators'. The main panel displays a 'NOW HQ' section with a summary of 'Desks 4 from 6', 'Queue 7', and 'Being served 1'. Below this is a table with columns for Desk, Operator, Status, and Time.

Desk	Operator	Status	Time
01	David Berck		00:15:32
02	George Mitchell	154	00:16:32
03	Alice Simple		00:06:52
04	Lars Lond		00:03:27
05		X	
06		X	

STATISTICS AND REPORTS

AGGREGATED STATISTICS.
AS OF NOW, WORKING WITH INFORMATION ON
VISITORS IS AVAILABLE ONLINE

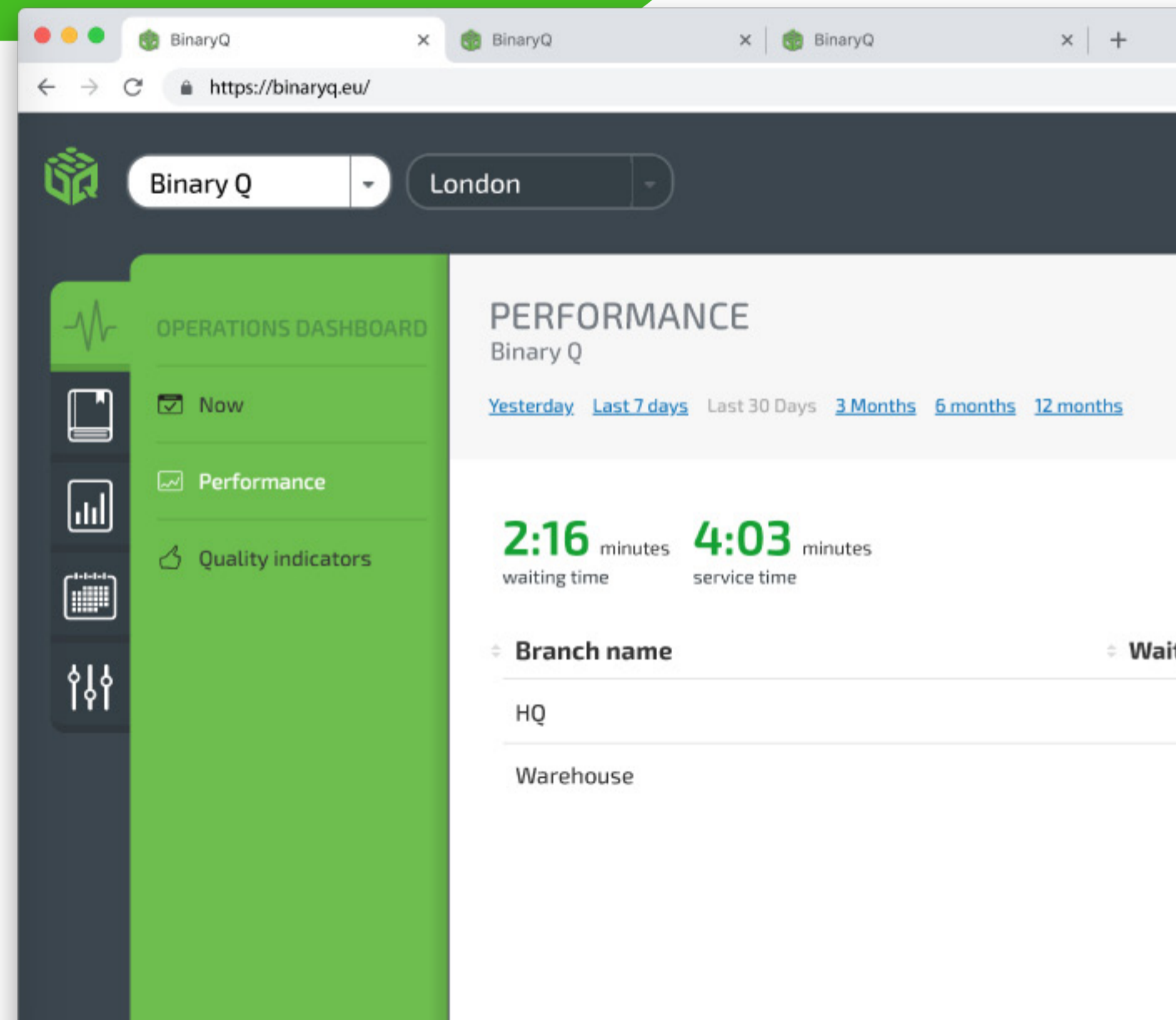
Information is collected from every connected location automatically.

Online reports for easy yet efficient performance analysis at a glance or export of reports to MS Excel format for further analysis.

API integration for data export to third party software.



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PERSONELL

STAFF PERFORMANCE MONITOR

Each operator's activity is logged by the system.

Managers have access to individual performance reports: customer service time, time spent on internal operations, total time of breaks taken and more.



The screenshot shows the Binary Q web application interface. At the top, there are three browser tabs labeled 'BinaryQ' and a URL bar showing 'https://binaryq.eu/'. Below the browser, the application header includes the Binary Q logo, a dropdown menu for 'Binary Q', a dropdown for 'London', and a dropdown for 'HQ'. The main content area is divided into two sections. On the left is the 'OPERATIONS DASHBOARD' with a green background and a sidebar menu containing icons for 'Now', 'Performance', 'Operators', 'Tickets', and 'Quality indicators'. On the right is the 'OPERATORS HQ' section, which includes a table of operator performance data. The table has columns for 'Name', 'Service', and 'Break'. The data is as follows:

Name	Service	Break
David Berck	16:40	0:43
Iris Donovan	30:05	0:54
George Mitchell	37:54	0:16
Um Mork	42:58	0:22
Alice Simple	19:03	0:00
Jhon Recute	24:51	2:54
Lars Lond	28:18	0:08

ADVANTAGES

CENTRALISED MANAGEMENT

From a small company to a large corporation with multiple branches. System offers centralised management whereas every change is instantly applied throughout the whole system thereby substantially increasing service availability and quality of service cutting down operational costs.

CRITICAL EVENT NOTIFICATIONS

In case of service unavailability or exceeded service time or other critical event the supervisor will immediately get notifications to make a timely decision.

OPERATIONS DASHBOARD

Here is a unique dedicated user interface to monitor service health and performance throughout the organisation online. Information is shared in a targeted way: administrator gets current load of office, technician gets status of devices.

INTEGRATION

Integration with systems via built-in API to integrate into complex scenarios is available. For example binding a ticket number to order, importing statistical information into the BI or CRM system and much more.

ADVERTISEMENT AND WIDGETS

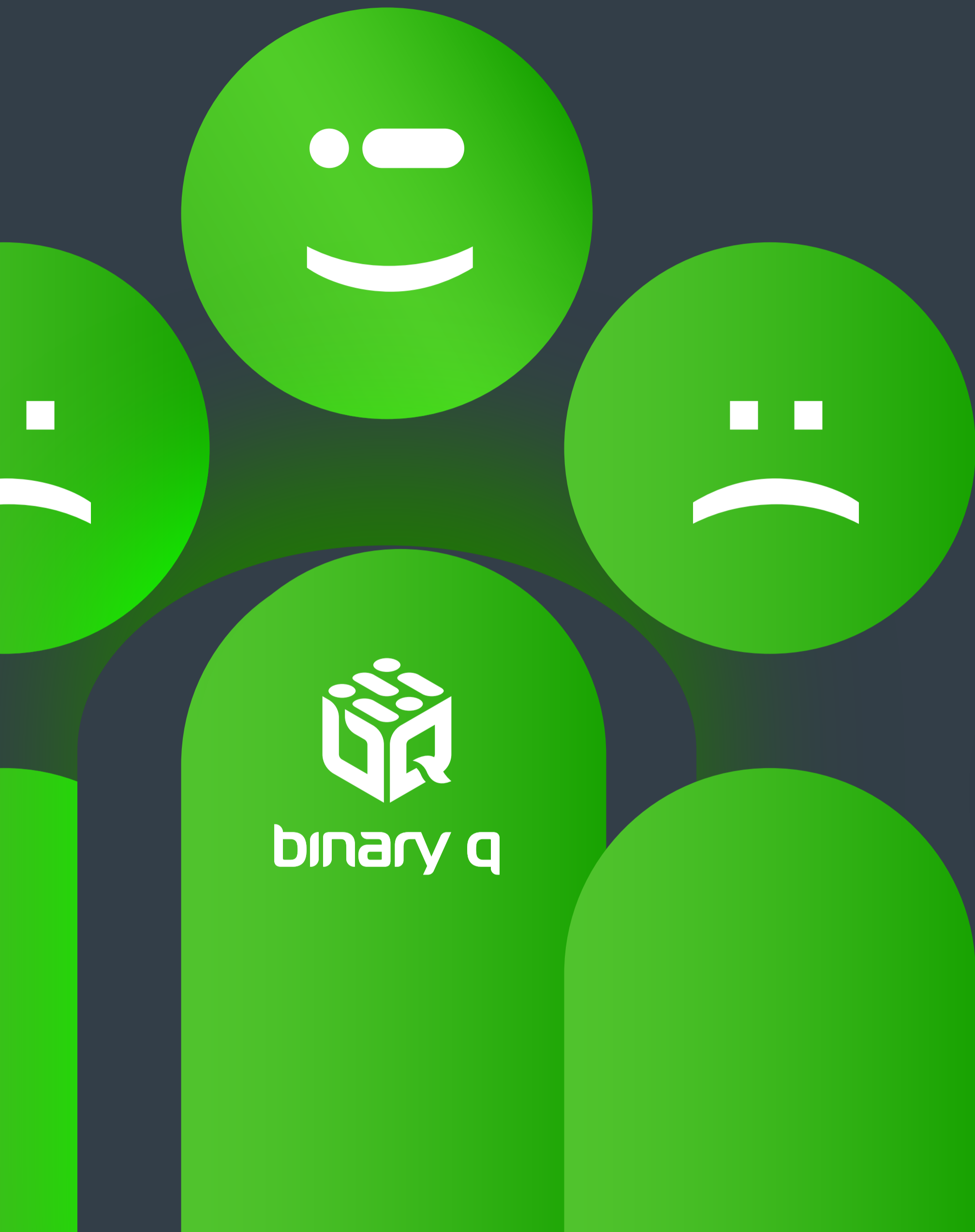
Built-in **DigitalSignage** functionality allows to stream useful information onto the main display: advertising, weather forecasts, exchange rates, news, RSS feeds and more.

CORPORATE STYLE

System allows to customise the user interface as per corporate brand book to seamlessly integrate with corporate identity: colors, logos, pictograms, fonts.



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TURN**

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ask@binarypeople.eu

